

## **PTFCU MasterCard Frequently Asked Questions**

**Q.** How do I get one?

**A.** Fill out a loan application to apply for a MasterCard®. PTFCU will get you a response quickly! Download the application from our website, fill out an application form from the branch or call our Member Service Center and apply over the phone.

**Q.** What happens next?

**A.** When approved, a new MasterCard® will be opened for you and you should receive it within 7 – 10 business days.

**Q.** Can I use it once I get it?

**A.** Once you receive the card, go ahead and follow the activation instructions.

**Q.** Do I get a PIN number for the credit card?

**A.** Yes you do. Keep it in a safe place.

**Q.** Can I go over the credit limit?

**A.** No, you must stay within the credit limit assigned to the account.

**Q.** Do finance charges accrue differently on Cash Advances/Balance Transfers/Convenience Checks than on Purchases?

**A.** Yes. There is no grace period on a Cash Advance, Balance Transfer or Convenience Check. Finance charges begin to accrue as soon as those types of transactions post to the credit card account. Purchases have a 25 day grace period.

**Q.** Is the Annual Percentage Rate (APR) “Regular or Variable?”

**A.** We offer both types of APR depending on the type of MasterCard. The Standard and Share Secured MasterCard products have a “regular” APR and the Platinum MasterCard has a “variable” APR.

**Q.** If I apply for a Share Secured MasterCard®, how much do I have to have pledged in my Share Account?

**A.** When approved for a Share Secured MasterCard®, the credit limit must match the pledged funds in your Share account dollar for dollar. For example, if you apply for a \$1,000 Share Secured MasterCard® and it's approved, \$1,000 must be pledged against that credit line in your Share Account. A hold for \$1,000 is placed on your Share Account securing that pledge.

**Q.** When should I make a payment?

**A.** A minimum payment requirement is due 25 days after the billing statement closed.

**Q.** How can I make a payment?

**A.** You may make a payment to the credit card account in several ways. Send in the payment to the payment address on the credit card billing statement, pay on the internet at our website using EZCard Info, call in a payment to our credit union Member Service Center who may take a payment from your PTFCU account, pay in person at a branch, pay through the MasterCard® customer service number using either the automated voice prompts or opt for a customer service representative.

**Q.** How much is the payment requirement?

**A.** You must pay at least the minimum payment requirement, but you may pay any other amount above that including payment in full.

**Q.** How can I protect my credit card account?

**A.** Know where the card is and try to store it in a card protector. Ask for receipts when making purchases. Balance credit card receipts against the monthly billing statement when making purchases. Balance credit card receipts against the monthly billing statement for reconciliation. Check the account on-line at our website frequently. Don't give your PIN number to anyone. Be sure that the internet merchant or any other merchant that you are shopping at is legitimate.

**Q.** How do I dispute a transaction?

**A.** Contact 1.800.600.5249 to dispute a transaction. The representative will give you further instructions. Be prepared to supply copies of documentation supporting your dispute.

**Q.** What do I do if I lose my card or it's stolen or there are fraudulent transactions on it?

**A.** Call 1.800.615.1161 (in the USA) or 1.636.722.7111 (outside the USA), 24/7/365.